

Application Control Notes

These Notes describe known issues and recommendations when operating **AuroraDuet** with the Remote Control application.

These Notes apply to the following software versions only:

- **AuroraDuet** version 5.18 or later.
- Remote Control, version 1.08 or later.

1. If the Modem is Switched Off While in Remote Control Mode

During an established connection between **AuroraDuet** and a modem, if the modem loses power while **AuroraDuet** is powered up, link re-establishment may not be possible. This depends on the modem.

If this happens:

- Exit Remote Control on **AuroraDuet** (by pressing **F6** twice)
- Choose **REMOTE** from the Main menu to place **AuroraDuet** in Remote Control mode again.

We recommend that **AuroraDuet** is connected to an uninterruptable power supply.



Note

A solution to this problem has been identified and is currently being tested for future release.

2. If **AuroraDuet** Cannot Detect a Modem

The mechanism which allows **AuroraDuet** to default to a direct connection, if it does not detect a modem in Remote Control, is unsafe as there is no indication that the modem setup has been unsuccessful.



Note

A solution will be incorporated in a future release.

3. Capturing Date and Time-stamps in AuroraExpert

To capture accurate date and time-stamps to **AuroraExpert** for Windows in real-time:

- On **AuroraDuet**, ensure the **Tracer** is set to **OFF** (in Simulate mode) or **To MEMORY** (in Monitor mode).

To check the Tracer setting, press **F1 HELP**.

- Run the **AuroraExpert** for Windows application on the PC.
- Connect the RS232 cable from **AuroraDuet** to the Com1 or Com2 port of your PC.
- Ensure that the **Comms SETUP** parameters in **AuroraDuet** match those specified in **Setup/Communications** in **AuroraExpert**.
- On **AuroraDuet**, ensure that the **PORT** option is set to **Serial** or **Parallel** (and not **Modem**).
- In **AuroraExpert**, choose **Start** from the **Capture** menu. Enter session information and click on **Close** to exit and save your changes.

AuroraExpert is now ready to capture data from **AuroraDuet**.

- On **AuroraDuet**, choose **Setup/Tracer Setup** and, using the **RIGHT** arrow key, select **Expert to Comms** mode.

In Simulate mode, a header is sent which contains session date and time-stamp information. In Monitor mode, the header is sent when a Monitor session is started.

4. Tracer Setup for Remote Control Operation

If a modem is physically connected to **AuroraDuet**, and the Tracer option in **AuroraDuet** is set to **Expert**, raw ISDN data is sent to the modem and echoed to **AuroraDuet**.

This can cause configuration difficulties when establishing a communications link between **AuroraDuet** and the modem. Note that this problem has only been detected on a few types of modem.

We recommend you set the Tracer to **off** on **AuroraDuet** before establishing a physical connection to the modem.

5. If **AuroraDuet** is switched off in Remote Control Mode

If **AuroraDuet** is switched off while in Remote Control mode, when it is switched on again, the link to the modem is not automatically re-established. Instead, **AuroraDuet** assumes modem failure and it attempts to default to a direct connection.

If this happens:

- Exit Remote Control on **AuroraDuet** (by pressing **F6** twice)
- Choose **REMOTE** from the Main menu to place **AuroraDuet** in Remote Control mode again.

We recommend that **AuroraDuet** is connected to an uninterruptable power supply.



Note

A solution to this problem has been identified and is currently being tested for future release.